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TRANSMITTAL FORM

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Total Number of Pages in This Submission

34

Application Number 09/420,912

Filing Date October 20, 1999

First Named Inventor Jon A. Ford

Art Unit 3623

Examiner Name Eric T. Shaffer

Attorney Docket Number Ford 1

ENCLOSURES (Check all that apply)

<input type="checkbox"/> Fee Transmittal Form	<input type="checkbox"/> Drawing(s)	<input type="checkbox"/> After Allowance Communication to TC
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SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm Name	AVAYA, INC.		
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Printed name	David Volejnicek		
Date	June 24, 2005	Reg. No.	29,355

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Serial No. **09/420,912**
Amdt. Dated 24 June 2005
Reply to Office Action of December 27, 2004



IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE

Patent Application

Inventors: **Jon A. Ford**
Case No.: **Ford 1**
Serial No.: **09/420,912** Group Art Unit: **3623**
Filing Date: **October 20, 1999**
Examiner: **Eric T. Shaffer**
Title: **Arrangement For Resource and Work-Item Selection**

Commissioner For Patents
PO Box 1450
Alexandria, VA 22313-1450

AMENDMENT AFTER FINAL REJECTION

SIR:

In response to the Office Action mailed on April 28, 2005, please enter the following amendment in the above-identified patent application.

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 27 of this paper.